

**Subject:** Re: Clean and Safe vendors  
**From:** Ellen Riotto <ellen@southpark.la>  
**Date:** 09/10/2018 01:42 PM  
**To:** Del Morais <dmorais@mackregroup.com>  
**CC:** "bbuente@1010dev.org" <bbuente@1010dev.org>

Appreciate the feedback. I have several issues with Brian's recommendation, but I told him I'd pass it onto the selection committee. We can discuss further when we meet to reviews proposals.

Ellen Riotto  
Executive Director  
South Park BID  
1100 S Flower St, #3400, Los Angeles, CA 90015 <x-apple-data-detectors://0/1>  
o. 213-663-1112 <tel:213-663-1112>  
24/7 <x-apple-data-detectors://1> : 866-560-9346 <tel:866-560-9346>  
Sent from my iPhone

On Sep 10, 2018, at 1:35 PM, Del Morais <[dmorais@mackregroup.com](mailto:dmorais@mackregroup.com)>  
<<mailto:dmorais@mackregroup.com>> > wrote:

Hi Ellen,

Being a resident of the DCBID, I disagree that the level of service is on par with where I work in the SPBID. SPBID to me feels much cleaner and safer. Just a reference point from my experience, but there are some obvious differences between the districts (ie grocery stores and transient population levels).

Thank you,

Del Morais

(213) 542-4310

From: Ellen Riotto <[ellen@southpark.la](mailto:ellen@southpark.la) <<mailto:ellen@southpark.la>> >  
Sent: Monday, September 10, 2018 12:58 PM  
To: [bbuente@1010dev.org](mailto:bbuente@1010dev.org) <<mailto:bbuente@1010dev.org>> ; Del Morais  
<[dmorais@mackregroup.com](mailto:dmorais@mackregroup.com) <<mailto:dmorais@mackregroup.com>> >  
Subject: Re: Clean and Safe vendors

FYI see below recommendation from Brian Raboin, VP of Ops at DCBID.

Re: Clean and Safe vendors

Ellen Riotto

Executive Director

South Park BID

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o. 213-663-1112 <tel:213-663-1112>

24/7 <x-apple-data-detectors://1> : 866-560-9346 <tel:866-560-9346>

Sent from my iPhone

Begin forwarded message:

From: Brian Raboin <[braboin@downtownla.com](mailto:braboin@downtownla.com) <mailto:braboin@downtownla.com>

>

Date: September 7, 2018 at 3:46:26 PM PDT

To: Ellen Riotto <[ellen@southpark.la](mailto:ellen@southpark.la) <mailto:ellen@southpark.la> >

Subject: Recommendation

Hi Ellen,

I would like to offer the below official recommendation. I cannot say enough awesome things about Chrysalis. Trevor and Grace are so amazing and some of my favorite people by far in Los Angeles.

Dear Ms. Riotto,

On behalf of the Downtown Center Business Improvement District (DCBID), I am pleased to support Chrysalis's proposal for the South Park BID Clean Services program, and strongly recommend them as your selected contractor. Chrysalis is a trusted employment services provider and has been our maintenance partner for over 20 years. Since 1998, over 1,750 Chrysalis clients have worked to clean our district while working to transition into full-time employment and self-sufficiency.

Chrysalis' level of responsiveness, customer service, and quality of work has been second to none. We believe that Chrysalis delivers the highest standards of cleanliness of any BID maintenance provider in the region. Further, their management team is top notch and flexible, consistently providing us with innovative solutions and adapting to the district's needs as they change over time. Quite simply, they are the best in the business and I'm confident that should you select them, you will quickly agree.

Should you have any questions about our experience with Chrysalis, please do not hesitate to contact me at (213) 624-2425. Best of luck with your selection

process!

Brian K. Raboin  
Vice President of Operations

<image001.png>

Downtown Center Business Improvement District  
640 S. Olive Street I Los Angeles, CA 90014  
Call: 213-624-2425 I Fax: 213-615-1655

Email: [braboin@downtownla.com](mailto:braboin@downtownla.com) <<mailto:braboin@downtownla.com>>

Web: DowntownLA.com <<https://www.downtownla.com/>>

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image004.jpg	524 bytes